



IT assessment team reviewing agencies' initial data submissions

The state's IT assessment team is currently reviewing agency data submissions following completion of initial data gathering on September 28.

Requests for additional financial and technical data were sent to participating agencies October 11. In many cases, the initial data did not provide the detail necessary to produce a useful assessment. The follow-up requests address inconsistent or missing data. The deadline to submit additional financial data is October 19.

Additional interviews to confirm initial assessment findings are also being scheduled with participating agencies through early November. TPI (Technology Partners International) conducted over 100 interviews with senior business and IT managers during the initial data gathering period.

Agencies are also completing a survey about the use of Information Technology Infrastructure Library (ITIL) processes in managing their IT services. The deadline for submitting the ITIL survey is October 19.

Below is a summary of **key next steps in the IT assessment**:

- Second round of agency interviews: October 3 – November 6
- Second round of data gathering: October 8 – 26
- ITIL survey of service management processes: October 4 - 19
- Agencies' confirmation of data collected: October 8 – 30
- GTA validation of assessment data: November 5 – 12
- TPI conducts sourcing analysis and market comparison: October – November
- Complete business case of sourcing recommendations and alternatives: December

The assessment is examining data center services, desktop services, telecommunications and support functions.

Agency heads will receive a detailed report about their IT infrastructure services and operations when the assessment is completed. The report will compare current IT operations to industry standards and to similar operations in the marketplace. It will identify key operational gaps and areas needing improvement.

Information from agency assessments will be used to develop a business case of sourcing recommendations and alternatives that will be presented to state decision makers by the end of 2007. Sourcing refers to the various approaches to providing IT infrastructure services, which could be internal to the state or from an external service provider.

The assessment will also lead to a Service Management Organization (SMO) for GTA. The SMO will oversee and manage GTA's service delivery capabilities.

The 13 agencies participating in the assessment are Administrative Services, Community Health, Corrections, Driver Services, GBI, GTA, Human Resources, Juvenile Justice, Natural Resources, Office of Planning and Budget, Revenue, State Accounting Office, and Technical and Adult Education.

TPI (www.tpi.net) was selected through competitive bidding to assist GTA with the assessment. The company is experienced in IT assessments and implementations and advised the state of Texas on its data center consolidation project. TPI will work with GTA through the implementation of assessment recommendations.